

Vendors must have an active, approved master contract under the SITE program and be approved in the category or categories listed in the RFO document in order to respond to and RFO. Vendor is responsible for reading all addenda associated with the RFO.

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO) For Technology Services Issued By

MnSCU ITS system office

Project Title: **Blue Coat Proxy Health Check**

Categories: **Architecture**

Business Need

MnSCU has a Blue Coat Proxy SG solution in production and is having issues with one of their primary student applications working within the Blue Coat environment. MnSCU is requesting services to assist with reviewing the health of their proxy solution, and to assist with troubleshooting the issues they are encountering.

The Blue Coat Proxy SG Health Check consists of a review of the target environment at every level, including hardware, network architecture, software, configurations, integrations, and overall effectiveness to determine a prioritized set of actionable recommendations on improving the overall health of the Blue Coat Proxy SG solution.

Goals and Objectives

The following are the goals and objectives that have been identified for this project:

- Review the health and performance of MnSCU's Blue Coat Proxy environment
- Work with MnSCU to troubleshoot outbound connections and other issues
To include but not limited to D2L, Turnitin, and VMWare
- Provide recommendations for best practices related to Blue Coat Proxy SG

Project Deliverables

Contractor will provide MnSCU with the following deliverable documents in electronic (Adobe PDF) format.

Project Summary Report

The Project Summary Report provides a formal document that captures the work performed and details of the health check. The deliverable includes:

- Summary of work performed
- Prioritized list of findings and action items that when implemented will improve the performance of the technology
- Engagement checklist (if utilized)

Deliverable Acceptance

All Deliverables defined are subject to inspection and acceptance by the designated MNSCU POC. MNSCU will agree upon and document any specific acceptance criteria with Contractor during the Kick-Off Call, prior to commencement of the associated work.

There will be one (1) round of draft report review, during which MNSCU will be given an opportunity to review and comment to ensure the report is complete and accurate and that it meets MNSCU's expectations. MNSCU is responsible for providing the deliverables to the appropriate stakeholders, obtaining feedback, and consolidating that feedback into a single view for Contractor consultants to update appropriately. Contractor will provide a finalized deliverable for MNSCU acceptance or rejection. In the event that the Deliverable does not conform to the agreed-upon acceptance requirements, MNSCU shall so notify Contractor in writing, setting forth MNSCU rejection and the basis of the nonconformity. Contractor shall correct such nonconformity within a mutually agreeable timeframe.

Project Milestones and Schedule

Each phase may change based on the information gathered during the project.

Project Planning Phase

Kick-Off Call

This Kick-Off Call consists of project planning and coordination and helps to identify the following items:

- MNSCU and Consultant resources and roles
- Agreement on project timeline and resource availability

Health Check Phase

Infrastructure and Configuration Review

- Review overall architecture and implementation against Blue Coat's and Contractor's best practices
- Review licensing, firmware and versioning and identify hardware end-of-life dates as applicable
- Review networking configuration for optimization and stability
- Review logging and reporting functionality
- Review session and state sharing within a HA pair
- Review logging settings, and log forwarding configuration

Optimization and Troubleshooting Phase

Optimization

- Based on findings and recommendations from health check, assist MNSCU with agreed upon configurations changes
- Assist MNSCU with configuring log forwarding to an external logging collector, such as ArcSight or syslog-ng

Troubleshooting

- Review application flow for the TurnItIn integration component of the MNSCU Desire2Learn application
- Review logs to identify outbound connection requests for the TurnItIn integration
- Review outbound policy configuration applied to requests from the service initiated requests
- Assist with determining root cause of connection failures
- Provide recommendations on resolving connection issues, and/or assist with remediating issues

Project Documentation Phase*Post-Project Review*

Provide informal hands-on knowledge transfer regarding product management and administration in accordance with Contractor and the MnSCU's best practice.

Manufacturer Documentation

Contractor will assist the client in obtaining the manufacturer's documentation for the product through the support site.

Final Documentation Creation

Create the Project Summary Report

Project Environment

The following section summarizes MNSCU's network, system, and application environment that is considered in scope.

- Four (4) ProxySG 900 appliances - Production
 - Two (2) in each data center, paired, but not sync'd (No BC Director)
- One (1) ProxySG VA-10 – Dev Lab
- One (1) ProxySG 300-5 – Test Lab
- No Blue Coat Reporter in scope
- Up to 100 policies

Project Requirements

- Work on site at 30, 7th Street East, Suite 350, St. Paul, MN 55101-7804.
- All travel and reimbursable estimates shall be included in cost proposal
- It may be agreed upon by parties that certain aspects of the project may be completed remotely.
- The successful responder may provide no more than one (1) architect for evaluation that must meet the following requirements:
- Ensure project deliverables comply with all relevant MnSCU Policy, Procedures and Guidelines (i.e. security)
- Compliance with applicable industry/organization standards

Responsibilities Expected of the Selected Vendor

Address expectations such as:

- Vendor staffing
- Project Documentation
- Ensure project complies with change management standards and procedures for all deliverables
- Providing training/ knowledge transfer
- Testing and acceptance criteria
- Work plan

Mandatory Qualifications (To be initially scored as pass/fail. Thereafter, proposed resources that meet the Mandatory Qualifications will be scored in part on the extent to which the resource exceeds these mandatory minimums. See RFO Evaluation Process, below.)

- Minimum five (5) years of experience with Blue Coat
- Minimum of five (5) of engagements specifically performing Blue Coat Proxy SG Health Check
- Minimum of five (5) engagements providing recommendations related to Blue Coat

Desired Skills

- Previous experience (one year) working with D2L, Turnitin or VMWare in the proxy environment
- Previous experience (1 year) working in education, preferably higher education

Process Schedule

Process Milestone	Due Date
Deadline for Questions	03/30/2016, 9:00 AM CST
Anticipated Posted Response to Question	04/01/2016,
Proposals due	04/06/2016, 2:00 PM CST
Anticipated proposal evaluation begins	04/07/2016
Anticipated proposal evaluation & decision	04/22/2016

Questions

Any questions regarding this Request for Offers should be submitted via e-mail according to the date and time listed in the process schedule to:

Name: Dan Duffy and Denise Brandt

Organization: MnSCU ITS system office

Email Address: dan.duffy@so.mnscu.edu and denise.brandt@so.mnscu.edu

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

RFO Evaluation Process

- Experience (40%)
- Work Plan (20%)
- Cost (30%)
- Desired Qualifications (10%)

This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.

Submission Format

The proposal should be assembled as follows:

1. Cover Page

Master Contractor Name

Master Contractor Address

Contact Name for Master Contractor

Contact Name's direct phone/cell phone (if applicable)

Contact Name's email address

Consultant's Name being submitted Contact Name for Vendor

2. Work Plan

Include the following:

- Description of the methodology used
- Milestones and high level tasks, including approximate duration of work
- Timeline

3. Overall Experience:

1. Resume identifying the Mandatory Qualifications – to be clearly noted in the response matrix - i.e. minimum pass/fail requirements, including companies and contacts where the resource has demonstrated the mandatory qualification as previously noted. If pass/fail requirements are not met further scoring of the proposal will be discontinued. Please complete the matrix below.
2. Resume identifying any Desired Qualifications.
3. Also include the name of two references who can speak to the resources work on a similar project. Include the company name and address, reference name, reference email, reference phone number and a brief description of the project this resource completed.
4. Then continue the proposal with the remaining items in the order listed.

RESPONSE MATRIX	
Resource Name:	
MANDATORY QUALIFICATIONS:	Provide Dates and Company Name where the resource has demonstrated the qualification
Minimum five (5) years of experience with Blue Coat	
Minimum of five (5) of engagements specifically performing Blue Coat Proxy SG Health Check	
Minimum of five (5) engagements providing recommendations related to Blue Coat	
DESIRED SKILLS:	Provide Dates and Company Name where the resource has demonstrated the skill
Previous experience (one year) working with D2L, Turnitin or VMWare in the proxy environment	
Previous experience (1 year) working in education, preferably higher education	

4. **Cost Proposal (MUST BE SUBMITTED AS A SEPARATE DOCUMENT FROM THE OTHER COMPONENTS OF THE PROPOSAL, AND NOT INCLUDED IN ANY OTHER PLACE IN THE SUBMISSION):** For each deliverable you must include the estimated number of hours and rate per hour. Responder must also provide a bottom-line, all-inclusive "TOTAL PROJECT COST" for completion of all contract deliverables. Provide estimates if there would be travel and travel related costs.

5. **Conflict of interest statement as it relates to this project**

6. **Additional Statement and forms:**

1. Affirmative Action Certificate of Compliance (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/affaction.doc>

2. Equal Pay Certificate Form (if proposals exceeds \$500,000, including extension options)
<http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>
3. Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>
4. Certification Regarding Lobbying (if over \$100,000, including extension options)
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

Proposal Submission Instructions

- **Vendor is limited to submission of 1 resumes/candidates in response to the Request for Offers**
- Response Information: The resume and required forms must be transmitted via e-mail to:
 - Dan Duffy dan.duffy@so.mnscu.edu 651-201-1524
 - Email subject line must read: **Blue Coat Health Check**
- Submissions are due according to the process schedule previously listed.
- **A copy of the response must also be sent to MNIT.SITE@state.mn.us for vendor performance tracking.**
- **You must submit an email with your response or email notification that you will not respond to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.**

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota

Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organizational conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at:

<http://mn.gov/mnit/programs/policies/accessibility/>.

Nonvisual Access Standards

Nonvisual access standards require:

1. The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
2. That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
3. That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
4. That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Small Business Preference

Unless a greater preference is applicable and allowed by law, in accordance with Minn. Stat. § 16C.16, subd. 6a, the Commissioner of Administration will award a 6% preference in the amount bid on state procurement to certified small businesses that are majority owned and operated by veterans.

A small business qualifies for the veteran-owned preference when it meets one of the following requirements. 1) The business has been certified by the Department of Administration/Materials Management Division as being a veteran-owned or service-disabled veteran-owned small business. 2) The principal place of business is in Minnesota AND the United States Department of Veterans Affairs verifies the business as being a veteran-owned or service-disabled veteran-owned small business under Public Law 109-461 and Code of Federal Regulations, title 38, part 74 (Supported By Documentation). See Minn. Stat. § 16C.19(d).

Statutory requirements and certification must be met by the solicitation response due date and time to be awarded the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Work Force Certification

For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rule 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency."

Equal Pay Certification

If the Response to this solicitation could be in excess of \$500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at compliance.MDHR@state.mn.us.